



Want to reach the goals of the Quality Initiative, but not sure where to start? NCAL offers potential steps and resources for each assisted living community to successfully improve the quality of care provided to their residents.

First, review all of the goals and educate your team including owners, department managers, staff, residents and families. With your team, decide how to prioritize the goals for your community to address. Use the SMART (Specific, Measurable, Attainable, Relevant and Time-bound) goal framework for each goal, which may mean breaking the goals down into smaller, more manageable goals. Work on creating a culture that allows all staff members to participate in quality improvement.



## Staff Stability

Keep nursing and direct care staff (RNs, LVN/LPNs, aides) turnover below **40%** through **March 2018**.

AL

1. See how much staff turnover is costing your organization with NCAL's calculator
2. Start tracking your staff turnover with LTC Trend Tracker, and benchmark yourself to your peers
3. Conduct annual staff satisfaction surveys to identify areas for improvement
4. Empower employees to participate in quality improvement projects, including to recognize and resolve issues, so they are more invested with the organization
5. Implement consistent assignment, so that staff is working with residents closely and more invested with the organization



## Customer Satisfaction

At least **90%** of customers (residents and/or family members) are satisfied with their experience by **March 2018**.

AL

1. Work with your survey vendor to ensure your annual customer satisfaction questionnaires include the four key questions for measuring satisfaction, what AHCA/NCAL has developed called "CoreQ":
  - a. In recommending this facility to your friends and family, how would you rate it overall?
  - b. Overall, how would you rate the staff?
  - c. How would you rate the care you receive?
  - d. Overall, how would you rate the food?

If you don't use a satisfaction vendor, you can still use the CoreQ.

2. Review your CoreQ and other satisfaction scores to identify and address areas for improvement
3. Share results with resident and family councils, utilizing feedback from both
4. Develop a process for addressing and responding to complaints
5. Utilize feedback to assist in prioritizing quality improvement projects



# Hospital Readmissions

Safely reduce hospital readmissions within 30 days of hospital discharges by **15%**, or achieve (and maintain) a low readmission rate of **5%** or less by **March 2018**.

AL

1. Start tracking your hospital readmission rates with LTC Trend Tracker
2. Access INTERACT for Assisted Living, a proven tool for improving the early identification, management, documentation and communication about acute changes in condition of residents
3. Monitor the days and times residents are being sent to the hospital. You could find certain shifts are more likely to send residents to the hospital
4. Implement consistent assignment to allow staff to detect changes in a resident's status
5. Make sure you fully understand the residents' needs by improving communications with physicians. Use CHAT forms for numerous medical conditions



# Antipsychotics

Safely reduce the off-label use of antipsychotic medications by **15%**, or achieve (and maintain) a low off-label usage rate of **5%** or less by **March 2018**.

AL

1. Start tracking your off-label use of antipsychotics with LTC Trend Tracker  
Make sure your staff understands dementia and the disease process. Putting yourself in the shoes of those
2. living with Alzheimer's or other dementias could change your approach  
Identify residents that are candidates for gradual dose reduction (GDR)
3. Implement consistent assignment, so that staff works with residents closely to understand residents'
4. preferences and communication methods  
Look for non-pharmacologic interventions to enhance an individual's quality of life (examples: playing the
5. resident's favorite music, offering expression through art, changing lighting, reducing noise, etc.)  
Help educate family members, health care partners (discharge planners, physicians, etc.), and other members
6. of the community about the risks associated with the off-label use of these medications to get everyone engaged. Use AHCA/NCAL's Consumer Fact Sheet

**GET STARTED AT**  
**<http://qualityinitiative.ncal.org>**

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DISCLAIMER: The AHCA/NCAL quality programs' contents, including their goals and standards, represent some preferred practices, but do not represent minimum standards or expected norms for skilled nursing and/or assisted living providers. As always, the provider is responsible for making clinical decisions and providing care that is best for each individual person.